#### REGIONAL ALARM CENTERS

Your Global Comprehensive Membership Program includes:

Medical Assistance Services
Online Reports
Security Services



An AEA Company

Science Applications International Corporation 11BGPA000007 Global Comprehensive Access

# MEMBER CARD

Front of Card



In the event of an emergency, please contact International SOS or visit our web site www.internationalsos.com

to get local contact information.

You may contact any center directly for local assistance.

International SOS Regional Alarm Centers and 24-hour Emergency Numbers:

#### Philadelphia PA, USA

Call collect: 1-215-245-4707 • Within U.S.A. call: 1-800-523-6586 Fax: 1-215-244-9617 • From Canada: 1-800-441-4767

London, England Call collect: 44-20-8762-8008 Fax: 44-20-8748-7744 Singapore Call collect: 65-338-7800 Fax: 65-338-7611

Please note: This is not a credit card or medical insurance card.

Back of Card

Please keep this card and your guide with you at all times while traveling.

In the event of an emergency, please contact the nearest International SOS Regional Alarm Center.

If calling from the U.S., Mexico, Central or South America: Philadelphia PA, USA

Call collect: 1-215-245-4707 Within U.S.A. call: 1-800-523-6586 Fax: 1-215-244-9617 From Canada: 1-800-441-4767

If calling from Europe, CIS, Africa or the Middle East:

London, England

Call collect: 44-20-8762 8008 Fax: 44-20-8748 7744

If calling from Asia, Australasia or the Pacific Rim:

Singapor e

Call collect: 65-338-7800 Fax: 65-338-7611

If you will be traveling or residing in any of the countries where one of our alarm centers or clinics are located, please visit our web site, www.internationalsos.com, to get the local contact information. You may contact that center directly for local assistance.

#### International SOS has 24-hour Alarm Centers located in:

Malaysia Switzerland Australia Myanmar Spain China (Beijing) New Zealand Taiwan (ROC) China (Hong Kong) China (Shanghai) **Philippines** Thailand Czech Republic Russia United Kingdom Singapore **United States** France South Africa Vietnam (Hanoi) Indonesia (Bali) Vietnam (Ho Chi Minh City) South Korea (ROK) Indonesia (Jakarta) Japan

# International SOS Assistance, Inc.

PO Box 11568 Philadelphia, PA 19116

Phone: 1-215-244-1500 1-800-523-8661 Fax: 1-215-245-2463

E-mail: corporate@internationalsos.com Web site: www.international sos.com



An AEA Company



For Business Travelers and Expatriates

An AEA Company

# Worldwide Emergency Assistance Services



Your organization trusts the worldwide experience of International SOS, the world's largest medical assistance company, and the leading provider of emergency assistance services to business travelers.



**Assistance Services** 

### **Medical Assistance Services**

- 24 hour access to International SOS Physicians who provide emergency and routine medical advice
- 24 hour access to International SOS Global Alarm Centers for medical information, referrals and emergency assistance
- · Medical and dental referrals
- Emergency medical evacuation
- Medically-supervised repatriation
- Case management
- Medical expense guarantee and payment
- Medical monitoring
- Arrange ground transportation and accommodation for accompanying family members
- · Assistance with documentation for insurance claims
- Repatriation of mortal remains
- Dispatch of prescription medication and medical equipment

#### **Travel Assistance Services**

- Legal referrals
- Emergency message transmission
- Lost document advice and assistance
- · Advance of emergency personal cash
- Compassionate visit and family travel assistance
- Embassy & consular information
- Emergency translation services
- Return of minors

## **Security Assistance Services**

- Security evacuation assistance
- · Access to security crisis center

## Online Information

- Destination reports
- Travel security reports

## About the Program

#### What is the role of International SOS?

SOS provides traveling employees and expatriates with worldwide emergency assistance services 24-hours-a-day, 365-days-a-year.

#### How can International SOS help?

International SOS provides peace of mind for you and your family. One phone call connects you to the SOS network of multilingual specialists. Call International SOS at any time, for simple or critical matters.

## How does it work?

Your membership card contains the telephone numbers of the International SOS Regional Alarm Centers worldwide. In the event of an emergency, call the nearest International SOS Regional Alarm Center listed and follow any supplemental instructions that have been issued by your organization.

#### How do I access International SOS Services?

Contact any Alarm Center by calling directly, by calling collect, or by calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name
- Your company name
- Your International SOS membership number
- The telephone number from which you are calling
- Name, location, and telephone number of hospital or clinic
- Name, location, and telephone numbers for the treating doctor and where the doctor can be reached
- Name of caller, location, telephone/fax number, relationship to Member
- A description of the Member's condition and/or situation

During an emergency situation, SOS will act in concert with you and your corporate authorized contact person as needed to monitor events in the country or region of concern, to analyze the situation, and, if necessary, to assist in formulating and carrying out an action plan.

## What is security evacuation assistance and coordination?

The SOS Security Division will assist you in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance, and resources in the event personal safety and security can no longer be assured.

## What should I do in the event of a security emergency?

Contact your company security department or International SOS for further information.

## **General Information**

#### How do I access the International SOS Online Information?

- Using your browser, type the address (URL) for the International SOS web page at www.internationalsos.com.
- Follow the prompts for Members Only Resources
- Have your International SOS membership number ready

## 11BGPA000007

 From here just click on the sub-menus to find the reports you need and use your browser's print function to print.

Note: Program services can be changed by your employer at any time.

The following is a partial description of the Terms and Conditions in place with your employer (subscriber) and International SOS. Complete details are available from your employer.

#### Limitations

International SOS is not to be held responsible for failure to provide services and/or for delays if caused by acts of God, strikes, or conditions beyond its control, including, but not limited to, flight conditions or situations where the rendering of its services is prohibited or delayed by local laws, regulators or regulatory agencies. SOS shall notify the Subscriber of any circumstance likely to cause such failure or delay as soon as reasonably practicable.

In no event shall International SOS be liable under this contract or in the course of the provision of any service, for any incidental, special, consequential or indirect loss, damages, costs, charges, fees or expenses (including without limitation loss of profits, loss of revenue, loss of business or loss of use).

International SOS assumes no liability in any manner and is not responsible for any loss arising out of or howsoever caused by any advice given or services provided or any acts or omissions of any service providers including without limitation medical, transportation, security or otherwise, or lawyers or legal practitioners referred to the Member by SOS, and the Subscriber and/or Member shall not have any recourse or claim against SOS in connection therewith.

#### **General Provisions**

- The Member must take reasonable care to prevent accident, injury or illness.
- 2. The advance of hospital deposits and emergency funds may require the Member or Subscriber to guarantee such funds by valid credit authorization. Any emergency hospital-admittance deposit or emergency medical cash advance must be repaid within the time designated in the Terms and Conditions.
- The Member may be required to execute a waiver of liability in favor of International SOS prior to an emergency evacuation or repatriation.